WHAT IS CLAIMED IS:

1. A computer implemented method of storing a retail performance metric record, the retail performance metric record being a function of a retail performance metric type and a retail performance metric including the time elapsed waiting for and receiving an input, comprising the steps of:

5   receiving input indicative of an occurring event;

determining the retail performance metric type of the input received;

recording an entry record indicative of the input received; and

recording a retail performance metric record including the retail performance metric and the retail performance metric type.

2. The method of claim 1, wherein the entry record includes an entry identifier field and the recording the retail performance metric record step comprises adding the entry identifier field value of the entry record associated with the retail performance metric to the retail performance metric record.

3. The method of claim 1, wherein the retail performance metric record comprises an entry identifier field, a type field, and a time field.

4. A computer implemented method of storing a retail performance metric record, the retail performance metric record being a function of a time type category and a retail performance metric including the time elapsed waiting for and receiving an input, comprising the steps of:

5   receiving input indicative of an event occurring;

determining the time type category of the input received; and

recording a retail performance metric record including the retail performance metric and the time type category.

5. The method of claim 4, wherein the time type category includes a time type category identifier field and the recording the retail performance metric record step comprises adding the time type category identifier field value corresponding to the determined time type category of the entry record to the retail performance metric record.

6. A computer implemented system for storing a retail performance metric record, the retail performance metric record being a function of the retail performance metric type and a retail performance metric including the time elapsed waiting for and receiving an input, comprising:

a processor for receiving and transmitting data; and

a memory coupled to the processor, the memory having stored therein sequences of instructions which, when executed by the processor, cause the processor to receive input indicative of an occurring event, determine the retail performance metric type of the input received, record an entry record indicative of the input received, and record a retail performance metric record including the retail performance metric and the retail performance metric type.

7. The system of claim 6 wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to record the entry record including an entry identifier field and to record the retail performance metric record by adding the entry identifier field value of the entry

5   record associated with the retail performance metric to the retail performance metric record.

8. The system of claim 6 wherein the retail performance metric record comprises an entry identifier field, a type field, and a time field.

9. A computer implemented system for storing a retail performance metric record, the retail performance metric record being a function of a time type category and a retail performance metric including the time elapsed waiting for and receiving an input, comprising:

5   a processor for receiving and transmitting data; and

a memory coupled to the processor, the memory having stored therein sequences of instructions and time type categories which, when executed by the processor, cause the processor to receive input indicative of an occurring event, determine the time type category of the input received, and record a retail

10   performance metric record including the retail performance metric and the time type category.

10. The system of claim 9 wherein the memory further includes sequences of instructions and time type categories including time a type category identifier field which, when the sequences of instructions are executed by the processor,

15   cause the processor to record the retail performance metric record by adding a time type category identifier field value associated with the time type category of the input received to the retail performance metric record.

11. A computer implemented method of storing a retail performance metric record, the retail performance metric record being a function of a retail

performance metric type, a time type category and a retail performance metric including the time elapsed waiting for and receiving an input, comprising the

5   steps of:

receiving input indicative of an occurring event;

determining the retail performance metric type and time type category of the input received;

recording an entry record indicative of the input received; and

10   recording a retail performance metric record including the retail performance metric, the retail performance metric type, and the time type category.

12. A computer implemented system for storing a retail performance metric record, the retail performance metric record being a function of the retail performance metric type and a retail performance metric including the time elapsed waiting for and receiving an input, comprising:

5   a processor for receiving and transmitting data; and

a memory coupled to the processor, the memory having stored therein sequences of instructions and time type categories which, when executed by the processor, cause the processor to receive input indicative of an occurring event, determine the retail performance metric type and time type category of the input

10   received, record an entry record indicative of the input received, and record a retail performance metric record including the retail performance metric, the retail performance metric type, and the time type category.

13. The method of claim 3, wherein the type field comprises an RPM type and/or a time type category.

14. The system of claim 8, wherein the type field comprises an RPM type and/or a time type category.